West Yorkshire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Rooley Lane Medical Centre**

Practice Code: **B83042**

Signed on behalf of practice: **Dr Manby** Date: **31/03/15**

Signed on behalf of PPG: Date: **31/03/015**

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

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| Does the Practice have a PPG? **YES** | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) **The PPG is a virtual group. The group is engaged by sending out a major survey each year which allows us to compare year on year the general feelings of the group about our practice. It also helps us collect and collate ideas and projects that the practice can then implement. This has been in the form of direct and indirect selection by the group.**  **Group members can participate either online or by post.** | |
| Number of members of PPG: **45** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | **3570** | **3498** | | PRG | **19** | **26** | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | **1655** | **718** | **1060** | **850** | **976** | **771** | **580** | **458** | | PRG | **0** | **2** | **4** | **5** | **7** | **16** | **11** | **0** | |
| Detail the ethnic background of your practice population and PRG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | White | | | | Mixed/ multiple ethnic groups | | | | |  | British | Irish | Gypsy or Irish traveller | Other white | White &black Caribbean | White &black African | White &Asian | Other mixed | | Practice | **4017** | **16** | **0** | **344** | **47** | **34** | **48** | **18** | | PRG | **38** | **1** | **0** | **0** | **0** | **0** | **0** | **1** |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | **199** | **386** | **11** | **16** | **31** | **78** | **40** | **9** | **0** | **0** | | PRG | **1** | **0** | **0** | **1** | **0** | **0** | **0** | **0** | **0** | **3** | | |
| Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:  **All new patients to the practice are offered to join our PPG. Patients can sign up online and in person. The group is advertised in practice also. Each year the practice places an advert in a local “gazette of services” that is freely delivered to all households within our practice boundary. We also ask our community matrons to ask any new residents to local care homes if they would wish to join our group but none yet have taken up the opportunity. We feel that by advertising the group widely that this should encourage all patients to join should they wish. We have not yet taken a more proactive approach to under-represented groups but plan to ask our current group members within the next year how they would wish to tackle this.** | |
| Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?  e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community? **NO**  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:  **This is something that we shall be vigilant and aim to include such groups should things change in the future** | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  **Major patient survey, individual patient responses. We have significantly changed our appointment system within the last 3 months and plan to launch a survey for the PPG to take part in to see how this is working. We may consider opening this to the wider patient population should the group agree. The website has a feedback section for all patients as well as specifically for the PPG. At the end of all surveys sent out (both postal and online) we include a section for patient feedback.**  **We also have an annual review of all complaints that come into the practice.** |
| How frequently were these reviewed with the PRG?  **This year we have had one major survey and one minor survey. This is less than the usual four surveys and we plan to improve upon this next year.** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  **Review of the appointment system** |
| What actions were taken to address the priority?  **Following a direct vote in our major survey as well as multiple comments in several free text sections we decided to alter our appointment system. The practice discussed how to do this extensively looking at other local practices systems. We decided a book on the day system should be trialled and plan to survey our patient group after four months of the new system. Prior to implementing the new system we asked our PPG to pass comment on this and this appeared to be favourable. We still offer some pre-bookable appointments and also offer online bookable appointments.** |
| Result of actions and impact on patients and carers (including how publicised):  **The system overall appears to be working well but we have identified some possible areas of difficulty. It does not cater so well for booking translators and so we are looking at using telephone translation services. It also places higher demand on our phone system than the current system allows and so we are investing in our telephone system to work better with the new format. Once we have the results from the upcoming survey we will try to adapt the system to any groups of patients that may be disadvantaged by the new system.**  **The new system was advertised online, in the surgery, on prescription counterfoils and also an advert in the local newspaper which is read extensively by our local population.** |

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| Priority area 2 |
| Description of priority area:  **Power assisted doors – until recently the surgery has had fairly large and stiff fire doors in the entrance foyer and practice entrance.** |
| What actions were taken to address the priority?  **As this had come up repeatedly since the formation of the PPG but not yet acted upon the practice felt it was important to better assist our less physically able patients. We applied for some funds to support fitting the power assisted doors which part paid for their installation.** |
| Result of actions and impact on patients and carers (including how publicised):  **There are now fully functioning power assisted doors at the surgery. This is clear in the entrance and has been advertised on the practice website, in surgery and in the newsletter. This should make it easier for patients and carers to enter and exit the practice.** |

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| Priority area 3 |
| Description of priority area:  **New services in the practice** |
| What actions were taken to address the priority?  **The patient group were keen that as a practice we offer more services “in house” to help reduce travel and offer more services close to home. We have therefore welcomed the alcohol service and benefits advice service and provide room space to them every week. Patients are able to book directly in themselves without having to see a Doctor first. We have also joined in partnership with the local medicines management team to provide an anticoagulation clinic which means patients no longer need to travel to a local hospital for this service should they prefer it.** |
| Result of actions and impact on patients and carers (including how publicised):  **Patients are now able to travel less for these clinics. This means more services are provided closer to home. This can mean less burden for carers. The new clinics are advertised online and in the surgery.** |

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

**Issues in previous years have been addressed. Please see our website** [**www.rooleylanemedicalcentre.co.uk**](http://www.rooleylanemedicalcentre.co.uk) **which details action plans for each year the practice has participated in the scheme. Attached are the last 2 years. The only area in previous year which had not been addressed was the appointment system which we have made a priority this year – the actions for this as detailed above.**

**Areas which our patient group have highlighted and voted for action include: surgery decor and new seating, a new queuing system, music in the waiting room, an electronic information screen, tackling missed appointments, messages on the call board when clinics are running particularly late and informing patients on their prescription counterfoils when routine monitoring tests are due.**

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1. PPG Sign Off

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| Report signed off by PPG: YES/NO – the report is posted online for all group members to see and feedback is invited online.  Date of sign off: |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population?   * **The practice feel the demographics of the group are largely representative of the practice population. However care home patients, over 75 year olds and some ethnic groups are not represented. We will be tackle this with our current group over the coming year.**   Has the practice received patient and carer feedback from a variety of sources?   * **The practice has received feedback from the group via the surveys sent and direct email contact. We also receive a small number of complaints each year which we take very seriously and sure these are swiftly and thoroughly dealt with to try to address any gaps in service. Comments are occasionally made online in the form of reviews on NHS choices.**   Was the PPG involved in the agreement of priority areas and the resulting action plan?   * **The PPG were directly involved in identifying areas of priority through the use of a survey. In previous years this has been further refined by more surveys and then directly asking the group to ask us to act upon their top three priorities. This year it was felt that these were very clear and the practice acted upon these. It must be stated that these were not devised by the practice directly but from suggestions made by the PPG itself.**   How has the service offered to patients and carers improved as a result of the implementation of the action plan?   * **We feel the service offered to patients and carers has definitely improved as a result of implementation of the action plan. It is not easier to enter the practice by use of power assisted doors. Patients can now book an on the day of need appointment and complaints about our appointment system have considerably reduced. Patients and carers can now avoid having to travel to a local hospital for anticoagulation services should they wish to come to the practice. We also offer a home visit service for anticoagulation for those patients who are housebound.**   Do you have any other comments about the PPG or practice in relation to this area of work?   * **The PPG has been a useful way to engage with our patients and improve the practice and the services it offers. We do feel that this year has been less engaging but numbers have increased. We aim to review the whole way the group runs with our current group directing how this should happen. We aim to do this over the coming year as we recognise how important it is to continue to engage successfully with our patients in a manner that they find**   **useful.** |